



DEFENSE LOGISTICS AGENCY
DEFENSE CONTRACT MANAGEMENT COMMAND
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FT. BELVOIR, VIRGINIA 22060-8221



m 13096

IN REPLY
REFER TO

AQOA

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS
COMMANDERS, DCMC.CONTRACT ADMINISTRATION
OFFICES

SUBJECT: DCMC Memorandum No. 96-33, Customer Service Standards (POLICY)

This is a POLICY memorandum. It expires when content is included in DLAD 5000.4, Contract Management (One Book), not to exceed one year. Target Audience: All DCMC Employees.

The Executive Steering Committee approved DCMC Customer Service Standards on June 28, 1996. Service Standards are the less tangible factors that go along with and enhance the desirability of the products and services we provide--factors such as responsiveness, competence, easy access, courtesy, communication, credibility, reliability, and accuracy. These factors are important both from the standpoint of internal customer relationships (within DCMC) and external customer relationships (outside of DCMC).

DCMC'S Customer Service Standards are based upon the attributes of accessibility, interface quality, and delivery. Implementation is scheduled for the 1st Quarter of FY97.

- Access - front office coverage during business hours; voice mail after hours with return calls to individuals within one business day; voice mail backup at all desks and automatic referral when in-person assistance is needed.
- Interface Quality - a courteous, professional, responsive attitude; accurate information provided; and a "one person referral limit" requirement for responses.
- Delivery - measuring response time to requests for information by telephone or in writing. Telephone requests will be responded to within one business day. Written requests will be answered within two business days. Customer requests for assistance and/or customer complaints will be responded to not later than the time frame specified by the customer.

Local DCMC business practices/procedures must be modified to incorporate these standards. These standards should be implemented in a deliberate, planned manner and improved over time.

District Commanders will measure compliance with this policy through random sampling of CAOS, utilizing the attached survey format. A minimum of 10 CAOS per month per District will be surveyed. Survey results will be reported by District Commanders at each Executive Council meeting.

If you have any questions or require additional information, please contact CAPT Dean R. Merrill, USN, at (703) 767-2392 or DSN 427-2392 or Lt Col James Malloy, USAF, at (703) 767-2369 or DSN 427-2369.

A handwritten signature in black ink, appearing to read "Robert W. Drewes", with a stylized, cursive script.

ROBERT W. DREWES
Major General, USAF
Commander

Attachment

INTERNAL SURVEY

Name of person placing call _____ Date/time of call . / _____

Organization/office symbol _____ Telephone no. _____

Name of person called _____ Organization _____

Number of times phone rang before answered _____

Was the call answered by a person _____ or voice mail _____?

If answered by a person -

- Was the call answered in a courteous, professional manner? Yes No _____
- How many times were you referred until you got the person you needed? _____
- Did you get the information you required? Yes No _____
 - Was it provided in the time frame you requested? Yes No _____
 - Was the information accurate and complete? Yes No _____

If answered by voice mail -

- Was the voice mail system user friendly? Yes No _____
- Was a "live" interface option available? Yes No _____
 - Were you able to make contact with a "live" person? Yes No _____
- Did you leave a message? Yes No _____
 - Was the message answered in a timely manner? Yes No _____
 - How long did you have to wait for a response? _____
- Did you get the information you required? Yes No _____
 - Was it provided in the time frame you requested? Yes No _____
 - Was the information accurate and complete? Yes No _____